

# CONFLICT MANAGEMENT STYLES AND STRATEGIES

## **FIVE STYLES:**

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1. Turtle

Avoidance

2. Teddy Bear

Accommodation

3. Shark

Competition

4. Fox

Compromise

5. Owl

Collaboration

Reference: Northern Plains School of Mediation and Violence Prevention Project, Brookings, S.D. Torres, C. and Fairbanks, D. Teambuilding: The ASTD Trainer's Sourcebook. New York: McGraw Hill (1996)

Adapted by: C. Dolber McMurray, Trainer/Consultant for workshop, “Approaching Disagreements and Conflicts: Finding a Win-Win”, Richmond, VA (2001)

Adapted by M. Martin, MS, LCCE, Trainer/Consultant for workshop, “Working with Difficult People”, Norfolk, VA (2002)

